

OFFICE ASSISTANT SUPERVISOR II

CLASSIFICATION DEFINITION

Under limited direction and through first-line supervisors, the Office Assistant Supervisor II plans, organizes, directs, and evaluates the work of two or more large office support sections who may be engaged in office support, administrative activities, and/or the initial application screening function in the assigned departments' automated system; and performs related work as required.

The Office Assistant Supervisor II is the highest level in the Office Assistant series. Incumbents are full second line supervisors responsible for the direction and coordination of a variety of difficult and complex office support and administrative support functions that operate in a complex, multi-level organizational structure and necessitate supervisory and lead positions.

The Office Assistant Supervisor II differs from the Office Supervisor I in that the Office Assistant Supervisor II supervises office support functions through first-line supervisors, while the Office Assistant Supervisor I is the first-line supervisor.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Coordinates work assigned to various office support sections.
- Evaluates and establishes work priorities to meet deadlines.
- Monitors work for accuracy, appropriateness, effectiveness, and compatibility with governing laws, regulations, codes, ordinances, and department standards, policies, and procedures.
- Clarifies or interprets conflicting, ambiguous, or incomplete regulations or procedures for the standard use by subordinates and to reflect changes in regulatory guidelines and work procedures.
- Evaluates work performance of subordinate employees and evaluations prepared by subordinate supervisory personnel.
- Instructs lead and supervisory personnel of changes in work methods or guidelines and their effect on office support work conditions, workflow, workload, staffing, training, and coordination with other staff.
- Attends instructional orientation meetings related to changes in department procedures or regulatory guidelines; makes recommendations pertaining to changes and alternative effects on section operations.
- Interviews job applicants and recommends selection.
- Oversees orientation, training, and supervision of new employees.

- Sets up and compiles a variety of data related to budgetary expenditures, appropriations, adjustments, estimates, workload, production, employment and pay status, requisition and maintenance of supplies, and work schedules.
- May relieve subordinate supervisors of assigned duties when dictated by workload.
- May oversee the operation of the production of reports and documents through automated systems.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Grammar, vocabulary, spelling, punctuation, and composition.
- Department relationships, organization, programs, services, and functions to plan, prioritize, coordinate, implement, and evaluate work assigned to sections.
- Government and departmental codes, ordinances, laws, regulations, procedures, and policies to implement, modify, interpret, and weigh alternative effects to accomplish office support objectives.
- Principles of supervision and training.
- Work practices, procedures, work sequence, and timetables in order to schedule work and resolve problems associated with the coordination and completion of less complex administrative, technical, or professional functions.
- Common word processing, spreadsheet, and database software packages.

Ability to:

- Objectively evaluate employee performance.
- Review, analyze, and draw logical conclusions.
- Establish and maintain effective working relationships.
- Carry out projects with minimal instructions using good judgment in recognizing scope of authority in providing supervision.
- Understand and carry out written and oral instructions.
- Provide verbal and written technical direction to others.
- Collect and analyze data in the compiling of administrative reports and controls.
- Select, train, supervise, evaluate, and discipline subordinate supervisory staff.

MINIMUM QUALIFICATIONS (Education and/or Experience)

One (1) year of full-time experience performing full first-line supervisory office support duties in an office environment.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.